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MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2019/2020

BOD3834 – ORGANISATIONAL DEVELOPMENT

Distance Education

19th OCTOBER 2019
9.00 a.m. – 11.00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **TWO (2)** printed pages excluding the cover.
2. There are **FOUR (4)** questions. Answer all the questions
3. Marks are shown at the end of each question.

Answer ALL questions. Each question carries 25 marks.

Question 1

a) Organisational development (OD) is sometimes perceived to be in the same class as other approaches to organisational change and improvement. Define OD and explain four (4) features that distinguish OD with change management and organisation transformation.

(10 marks)

b) Identify five (5) types of ethical dilemmas faced by OD practitioners due to role conflict and role ambiguity

(15 marks)

Question 2

a) What are the advantages and disadvantages of an internal change agent? Compare these with the advantages and disadvantages of an external change agent. Give examples that differentiate between the two.

(16 marks)

b) What are the steps in Lewin's change model? Explain with a suitable example.

(9 marks)

Continued...

Question 3

a) What are the components of the Johari window? Illustrate your answer with a diagram.

(13 marks)

b) Describe the four (4) major elements/layers of organization culture. Highlight your answer with examples from an organization you have worked for (or use a particular firm).

(12 marks)

Question 4

a) Explain how an OD practitioner could apply the *motivational approach to work design* to respond to the mindset of Gen-Y (millennial) workers.

(15 marks)

b) Describe four (4) interventions to help employee alleviate and cope with stress and to improve wellness at the workplace.

(10 marks)

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